DEPARTMENT OF THE NAVY
COMMANDER, NAVY REGION SOUTH
CORPUS CHRISTI, TEXAS   78419-5200

CHIEF OF NAVAL AIR TRAINING
CORPUS CHRISTI, TEXAS   78419-5041

CHANGE 1 INCORPORATED

NRSINST 5230.1
CNATRAINST 5230.2
N6

₁0 1 AUG 2003

NRS INSTRUCTION   5230.1
CNATRA INSTRUCTION 5230.2

Subj: HELP DESK PROCEDURES FOR CNATRA-NRS TECHNICAL AND
        APPLICATION SUPPORT FOR NAVY MARINE CORPS INTRANET
        (NMCI)

Ref: (a) Navy Contract N00024-D-6000 awarded to Electronic Data
            Systems (EDS), October 6, 2000
        (b) OMB Circular A-123
        (c) OMB Circular A-130
        (d) DOD 5200.40
        (e) CNATRAINST 5000.2A
        (f) FY 2001 Defense Authorization Act of 2000 (Public Law
            106-398), see Title X, Section 2224, DOD IA Program,
            Government Information Security Reform
        (g) OMB Circular A-130, Appendix III, Security of Federal
            Automated Information Resources
        (h) Public Law 104-106, National Defense Authorization Act
            of 1996, Sections D and R, which have been renamed as
            the Clinger-Cohen Act of 1996

Encl: (1) Deputy Customer Technical Representative (DCTRs), and
            Activity Customer Technical Representatives (ACTRs)
            Point of Contacts
        (2) List of Unit Identification Codes
        (3) List of Web Links and Glossary of Acronyms

1. Purpose

    a. To provide standard procedures and guidelines for
reporting computer hardware, software, connectivity and other
user technical problems to a national NMCI Help Desk.

    b. To establish procedures for requesting technical support
and receiving problem resolution for NMCI related laptops
(including network connectivity), workstations (including
network connectivity), software, printers, application support,
and password resets.

    c. To provide additional information and establish procedures on Business Support for the following:

       (1) MAC (Move, Add, & Change) requests. Click at the respective URL at enclosure (3). Process and execute approved user requests.

       (2) User account services (create, modify).

       (3) Data seat hardware requests (de-install, move and re-install, change).

       (4) CLIN requests (acquire, install).

       (5) Seat upgrade requests.

       Note: Only respective Activity Customer Technical Representatives (ACTR) are authorized to request this type of support.

2. <u>Background</u>

    a. The purpose of the Navy Marine Corps Intranet (NMCI) contract is to build and maintain a secure world-wide network that will provide data, voice, video, and support capabilities to every Sailor, Marine and DON Civilian. It is intended to eliminate stovepipe systems and modernize the way DON and Marine Corps do business. It will get the government out of owning and operating information technology systems and transfer theses functions to a fee-for-service performance-based contract with the private sector. The mission of NMCI is to enable the sharing of information worldwide with those who need it, when they need it, and enhance enterprise-wide work, training and quality of life for every Marine, Sailor and DON Civilian.

    b. This fee-for-service contract was awarded to Electronic Data Systems (EDS) and is mandatory for all DON units.

    c. EDS has established a national Help Desk for NMCI users. After a user initiates a call to resolve a problem, it may be resolved at the Help Desk level or a technician dispatched and issue is resolved at the user's office level. In the event the problem is not resolved to a user's satisfaction it will be escalated with the assistance of the ACTR and NMCI Help Desk or

Information Strike Force (ISF) management team, until it is resolved. Business Support is a fee-for-service for additional support or change to existing support, according to respective Contract Line Item Number (CLIN), and Service Level Agreements (SLA). The ACTR has this information and is responsible for initiating and maintaining this level of support.

3. <u>Procedures/Actions</u>

a. Call **1-866-THE-NMCI** (1-866-843-6624), follow prompts and report NMCI typical repairs desktop/laptop, network connectivity, user assistance for password resets, software application assistance, printer problems, etc.

b. OR **FAX 1-877-FAX-NMCI** (1-877-329-6624) for above resolution support.

c. OR **E-MAIL to NMCI San Diego Help Desk** HelpDesk_SDNI@nmci-isf.com An **alternate E-MAIL to NMCI Norfolk Help Desk** (when San Diego Help Desk Center is not available) is as follows: HelpDesk_NRFK@nmci-isf.com

d. For **Business Support** identified in paragraph 1(c) above, the user fills out an Information Technology Acquisition Paper (ITAP) and forwards to the ACTR. The ACTR will assist and consolidate requirement(s) with corresponding NMCI services request forms located at enclosure (3) and forward them to the DCTR with a copy to CNATRA-NRS (N611) for submission to the CIO for approval or disapproval. The CIO will make a business decision for the execution of the functional requirement. The user will be informed of the decision with a returned copy of the ITAP. A sample of Business Support forms is at the URL link at enclosure (3).

4. <u>Policy.</u> NMCI users may make calls for repairs and assistance to the Help Desk as shown in paragraph 3(a),(b), and (c) above. If escalation is required users should contact respective ACTR. However, for Business Support in paragraph 3(d), users are to document requirement on an ITAP form via their chain of command and forward it to the ACTR. Subsequently, the ACTR will fill out an NMCI services Help Desk form and forward to the DCTR. The DCTR will consolidate requirements from ACTR and forward to the CIO office with a copy to CNATRA-NRS N611 for review and CIO approval or disapproval. Once approved at the CIO level, the requirement is forwarded to Commander Task Force (CTF NMCI) and Information Strike Force (ISF) teams. ITAP form information is
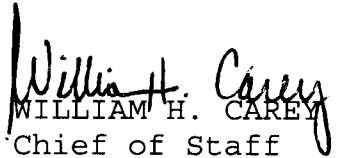
at enclosure (3). The ITAP is returned to respective ACTR with an explanation. If disapproved, an explanation is attached. Reviews at different levels are necessary as these involve fee-for-service criteria.

5. <u>Responsibility.</u> CNATRA-NRS CIO is the official authority for NMCI for CNATRA-NRS and NATRACOM units. All actions and documentation relative to NMCI will be channeled and coordinated through the CNATRA-NRS CIO office. Unit Commanding Officers will implement this policy and guidance within their commands upon NMCI implementation.

6. <u>Name, Address, Phone Numbers and E-mail of CNATRA-NRS CIO:</u> Mr. Thomas Albro, CNATRA-NRS CIO, Code N6, 250 Lexington Boulevard, Suite 265, Corpus Christi, TX 78419-5041, DSN 861-1430 or (361) 961-1430 and e-mail: Thomas.albro@nrs.navy.mil

WILLIAM H. CAREY
Chief of Staff

Distribution:
CNATRAINST 5215.1R
LIST I

DEPUTY CUSTOMER TECHNICAL REPRESENTATIVE (DCTR)
AND ACTIVITY CUSTOMER TECHNICAL REPRESENTATIVES (ACTR)

DCTR:
Mr. Rick Middleton
CNATRA-NRS CIO N63
250 Lexington Blvd, Suite 265
Corpus Christi, Texas 78419
DSN 861-3284
middleton.r.r@nrs.navy.mil

ACTR: Serving CNATRA Staff and TRAWING FOUR units
Mr. Ray Vanderpool
CNATRA-NRS N634
250 Lexington Blvd, Suite 129
Corpus Christi, Texas 78419
DSN 861-1435
Ray.vanderpool@nrs.navy.mil

ACTR: Serving NASCC
Ms. Donna Tedrow
CNATRA-NRS N631
Building 2, Room 210
Corpus Christi, Texas 78419
DSN 861-3861
Tedrow.d.l@nrs.navy.mil

ACTR: Serving NASK and TRAWING TWO units
Mr. Ron Ballmer
CNATRA N632
554 McCain Street, Suite 101
Kingsville, Texas 78363
DSN 861-6203
Ballmer.r.g@nrs.navy.mil

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ACTR: Serving NAVSTA Ingleside
Ms. Carlene Jackson
CNATRA N633
1455 Ticonderoga Rd
E-115, B-100
Ingleside, Texas 78362
DSN 776-4265
Carlene.Jackson@nrs.navy.mil

ACTR: Serving MINE WARFARE TRAINING CENTER
VACANT

<u>LIST OF UNIT IDENTIFICATION CODES (UICs)</u>
(to be used for MAC actions)

CNATRA: 63110

NAVAL REGION SOUTH: 30037

NAS CORPUS CHRISTI: 00216

TRAWING FOUR: 52812

NAS KINGSVILLE: 60241

TRAWING TWO: 09239

NS INGLESIDE: 68891

MINE WARFARE TRAINING CENTER: 62623

WEB LINKS TO REFERENCES

OMB Circular A-123
http://www.whitehouse.gov/omb/circulars/a123/a123.html

OMB Circular A-130 of 8 Feb 96
http://www.whitehouse.gov/omb/circulars/a130/a130.html

DODI 5200.40 of 30 Dec 97 (DITSCAP)
http://www.dtic.mil/whs/directives/corres/pdf/i520040 123097/i52
0040p.pdf

**FY 2001 Defense Authorization Act of 2000 (Public Law 106-398)
see Title X, Section 2224, DOD IA Program, Government
Information Security Reform**
http://frwebgate.access.gpo.gov/cgi-
bin/getdoc.cgi?dbname=106 cong public laws&docid=f:publ398.106

**OMB Circular A-130, Appendix III, Security of Federal Automated
Information Resources**
http://www.whitehouse.gov/omb/circulars/a130/a130appendix iii.ht
ml

**OMB Circular A-130, Transmittal Memorandum No. 4, Management of
Federal Information Resources**
http://www.whitehouse.gov/omb/circulars/a130/a130trans4.html

**Public Law 104-106, National Defense Authorization Act of 1996
(Section D and E, renamed as Clinger-Cohen Act of 1996)**
http://frwebgate.access.gpo.gov/cgi-
bin/getdoc.cgi?dbname=104 cong public laws&docid=f:publ106.104.p
df

NMCI CONTRACT N00024-D-6000 (OCT 6, 2000)
https://nmci.spawar.navy.mil

click on latest posting under <u>conformed contract</u> on main page

**Please note: retype URL manually on your browser, if unable to
open here, and then click on latest posting for conformed
contract on main page**

NMCI HOME PAGE
http://www.nmci-isf.com

NMCI CLIN INDEX

http://www.nmci-isf.com/clinlist.htm

NMCI SLA INDEX

http://www.nmci-isf.com/clin_matrix.xls

NMCI MASTER GLOSSARY OF ACRONYMS

http://www.eds-gov.com/nmcifaqs/master_glossary_of_acronyms.doc

NMCI services Help Desk forms for Business Support

http://www.nmci-isf.com/helpdesk_reqforms.htm

Sample ITAP is located below

https://cnatra.navaltx.navy.mil/cnatra/instruct.htm

> **NOTE: retype URL manually on your browser, if unable to open here**.

Click on 5000.2A. ITAP sample is at enclosure (1) of the Instruction

> **NOTE: ITAP in Word document is available from your respective ACTR.**